

# DTS-W NEWSLETTER



EDITION 8

OCTOBER 1999



**Michael A. Newton**  
Director, DTS-W



## Message from the Director

As you know, the Ft Belvoir and TEMPO contracts will expire in December 2000 and November 2001 respectively. During December 1997, the ASD-C3I appointed the Defense Information Systems Agency (DISA) as the PM to acquire and implement a follow-on contract. As per DoD directive, the DoD Components in the National Capital region are required to participate in the NCR consolidated telecommunications system. DISA has issued the DISN 2010 NCR MAN Users Functional Description. I strongly encourage you to obtain a copy from the DISA POC, Mr. John Golden, 703-681-1643 or 703-681-7913 fax, e-mail [goldenj@ncr.disa.mil](mailto:goldenj@ncr.disa.mil). Please take this opportunity to make your agency's ideas and concerns known to the PM Office.

Remember for telecommunications equipment that is Y2K compliant please check the Bell Atlantic web sites at [www.bellatlantic.com/year2000/](http://www.bellatlantic.com/year2000/) or [www.bacreative.com/federal/search/search.asp](http://www.bacreative.com/federal/search/search.asp). Additional Y2K information can be found at the GSA site <http://y2k.fts.gsa.gov>. Please reference our TSCO memorandums dated 29 January 1999 (all TSCO's), 1 February 1999 (PBX customers only) and June 4 1999. Although Bell Atlantic has certified that all of our TEMPO network switches are Y2K ready as well as our ISDN telephone sets: DTS-W, shares responsibility with its customers, to verify that premise equipment purchased through DTS-W is Y2K compliant. It is impossible for DTS-W to do this without your active participation. This is especially important in the area of PBX's and LAN's.

**Gotta have Your Own Telephone Switch?** If your agency has security or other operational requirements that justify the purchase and installation of a PBX, please remember the following:

1. DOD Directive 4640.7 and DOD Instruction 5335.1 require DTS-W review and approval first.
2. Documentation of requirements justifying a PBX purchase must be signed at the GM-15/06 level or higher.
3. If approved, the PBX will be acquired through DTS-W and in compliance with the Federal Acquisition Regulation. DTS-W will consider purchasing through the current TEMPO Contract, GSA Schedules and other appropriate government contracting vehicles. DSS-W will be the preferred contracting office.

4. If approved, the PBX must be connected to the DTS-W NCR consolidated system and the Defense Switched Network. The requesting agency must agree to continue paying its fair share of DTS-W shared system costs.
5. Although DTS-W has relaxed its position regarding PBX's, a cost & features comparison between 3 vendors will be performed by the requesting agency to ensure best value to the government.
6. My staff will be available to assist you with any of the above items. We will work with you to find solutions.
7. Last, and perhaps most important, when dealing with vendors, "Beware of strangers bearing gifts". Vendors are in the marketplace to make a profit; otherwise they would not remain in business. The customer/DTS-W joint objective is to ensure your organization receives a quality product at a competitive price.

As always, thank you for your continued support during FY99. We look forward to working with you during the new fiscal year.

Michael A. Newton  
Director

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Enclosed with this edition of the Defense Telecommunications Service – Washington Newsletter is information from the Bell Atlantic Operating Systems Control (BAOSC) User Group (BUG) entitled the “BAOSC Corner”. This information along with the information included in the Newsletter may impact your telecommunication services. Please retain copies of the Newsletter for your reference. To ensure that the Newsletter remains informative, we ask that you submit questions, comments, or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans and Operations Branch. Electronic responses may be submitted to [petersrm@dtsw.army.mil](mailto:petersrm@dtsw.army.mil) or Ms. Rene’e Peters @ 703 696-7880. Look for us at our website: [www.dtsw.army.mil](http://www.dtsw.army.mil) Comments can also be mailed to:

DTS-W NEWSLETTER  
ATTN: PLANS AND OPERATIONS BRANCH  
DEFENSE TELECOMMUNICATIONS SERVICE – WASHINGTON  
1700 NORTH MOORE STREET, SUITE 1475  
ARLINGTON, VA 22209 - 1903



## **fax maintenance contract has expired! ....so what do we do now?**

The DTS-W contract for Fax Maintenance services with United Communications Systems, Inc. (UCS) expired on 30 September 1999. DTS-W will not be administering a continuing contract due to low usage.

Options available to agencies for obtaining fax maintenance services are:

- ❑ Agencies may select a vendor of choice and negotiate an individual maintenance contract; or
- ❑ Agencies may select a vendor of choice to obtain services using the agency credit card; or
- ❑ Agencies may select a vendor of choice and utilize other procurement channels available to the agency.

DTS-W will not create individual maintenance contracts for each agency. We can, however, provide the following vendor information as an option for your future use:

- ❑ FAX WORLD, POC: Irene Doruth  
Tele. No.: (703) 532-4500 - Fax No.: (703) 532-2440  
Toll Free No.: 1-800-510-6320  
E-mail address: [faxworld@faxland.com](mailto:faxworld@faxland.com)

It is now each agency's responsibility to find and obtain maintenance and purchase providers for facsimile machines.

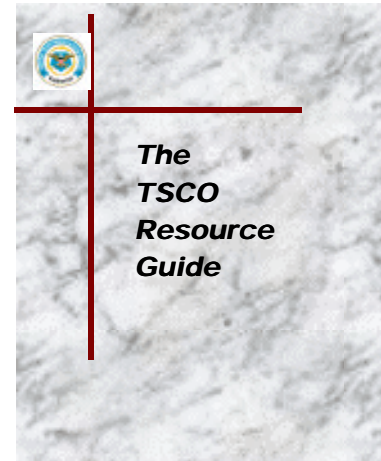
DTS-W strongly encourages the use of the government credit card to obtain facsimile maintenance and facsimile purchases in accordance with the credit card stipulations.





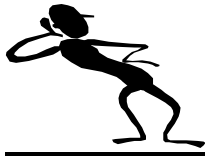
# coming attractions!!!!

The Defense Telecommunication Services-Washington announces the completion of the ***TSCO Resource Guide*** (formerly the *DTS-W Handbook*). This newly developed handbook is a more user-friendly, informational and tutorial guide for DTS-W customers. It is the primary resource for new Telecommunications Service Control Officers (TSCOs) or anyone who must interact with DTS-W for the purchase of telecommunications equipment and services. Furthermore, it offers guidance and instruction for conducting day-to-day business with DTS-W as well as the use of the various contracts and their offerings. The complete ***TSCO Resource Guide*** will be available on the DTS-W web-site in the later part of **November 1999**. Hard copies will be available soon. You are welcome to contact Ylonda F. Howard at 703-696-8642 for additional information.



The next TSCO Certification training will be held on November 17<sup>th</sup>. You are welcome to register through DTS-W's web-site, [www.dtsw.army.mil](http://www.dtsw.army.mil)  
Or request a registration form from Ylonda Howard, (703) 696-8642





# reminder!!

## **REVALIDATION OF ESSENTIAL TELEPHONE SERVICE LISTING**

In accordance with DoD Instruction 5335.1, dated 3 November 1993, the Defense Telecommunications-Service Washington (DTS-W) is in the process of updating our Essential Telephone Service Listing for the National Capital Region (NCR). The current listing maintained by Bell Atlantic has become outdated due to telephone number changes associated with new Switch Code Assignments, ISDN Conversions, and recent consolidation/relocations of major commands within the NCR. As a result of these changes, request you revalidate your Essential Telephone Service requirements and submit a revised listing to DTS-W.

Essential Service, or "line load control," is activated by the telephone company during a crisis situation (i.e., civil disturbances, natural disasters, etc.) to ensure that emergency personnel such as police, fire, hospitals and Defense will have outgoing service.

Up to five percent (5%) of your agency's personnel may be designated for Essential Service. Include only those individuals who are **CRITICAL** during a national emergency or disaster. Essential Service numbers is non-blocked, while non-essential numbers are restricted from outgoing. All lines will continue to receive incoming calls. In offices that have their lines in rotary hunt group(s), the last line in the rotary should be selected for Essential Service. Please include your agency's Account Code (BAC), agency name, telephone number, position and title of the individual on the form. For the residential listing, a complete home address is required. The request form must also have name, telephone number and title of the TSCO making the request. Your revised list can be faxed to (703) 696-0961 or e-mail to [Burtrume@dtsw.army.mil](mailto:Burtrume@dtsw.army.mil). For questions, please contact Ms. Elizabeth Burtrum, (703) 696-8666.

## **Attention: All TSCOs' and Certifying Officers**

Please update your Billing Account Code (BAC) with the following information.

Address for: Ordering & Billing Agency, current TSCOs and Budget Officers (to include telephone numbers). If this person is a new TSCO, we need his /her address and phone number, whether he/she is Primary or Alternate. If a TSCO is no longer with the agency, please let us know so we can delete the name from our system.

Please send letter/memo, via Fax or E-mail to: Defense Telecommunication Services-Washington

ATTN: Ms. Alice Santiago  
1700 N. Moore St., Suite 1475  
Arlington VA 22209-1903

Or

FAX Memo to 703-696-8415 /

E-Mail [alice.santiago@dtsw.army.mil](mailto:alice.santiago@dtsw.army.mil)

# Turning Vision into

**Action!**

DTS-W is moving ahead in implementing the BPR blueprint you helped us solidify at the beginning of this year. Having assessed the current situation and developed a vision and blueprint, we are now acting on that vision and making changes to our processes, system, organizational structure and culture. Change will not come overnight, rather it will occur over time. As process enablers (systems, people) are developed and put in place, we will begin using the redesigned processes and will realign our organization's structure to fit those changes. We will communicate changes to you on an ongoing basis, as they occur in the coming months.

Our approach to effect this wide spread change is through the formation of seven small work teams, each tasked with laying the groundwork and operationalizing a portion of the BPR Blueprint:

- **Client Services Team:** Call center, On-line ordering, End-to-end accountability
- **Technical Services Team:** Market analysis, Vendor analysis, Customer analysis, Technology expertise
- **Financial Services Team:** Billing, Expense management
- **Acquisition Services Team:** SOW repositories, Boiler plate documents
- **Staff Development Team:** HR Intra-net, HR processes
- **Communications Team:** Internal and external communications
- **Systems Team:** Hardware and Software enabling support, Web Access

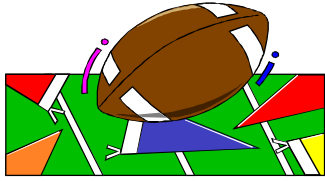
The first six teams will develop the non-system tools, procedures, and guidelines needed for staff to perform the new processes. They will conduct data gathering and analysis and provide information, templates and analysis tools to system developers to put into use.

The Systems team will identify system requirements, define the system architecture and research potential commercial-off-the-shelf products that could be used. A configuration Management Board will determine costs, manage priorities and oversee development and implementation of capabilities.

Our end goal is to improve customer satisfaction by providing you with accurate, stable and easily understood bills; user-friendly expense management tools; responsive, accessible provisioning capabilities; and flexible customer support service. Through this, we hope to develop a stronger DTS-W that serves you, our customer, better.







## Attention All TSCOs

Resource Services Branch has a new look. We now function as Teams. The following list the **RESPONSIBILITIES of each TEAM.**

### **ALPHA TEAM - Supervisor Marjorie B. Hussey, 696-8672**

Debits & Credits (Credits or Debits to your account)  
TEMPO EAC (Extended Area Calls –VA only invoices)  
TEMPO DAC (Directory Assisted Calls invoices)  
TEMPO-TOLLS (Long TEMPO-Message Units invoices  
Distance Calls invoices)

### **BRAVO TEAM - Supervisor Joyce Thompson, 696-8417**

\_SKYTEL (Pager invoices)  
Non-Tempo Tolls Long distance calls via other networks  
Non-Tempo Extended Area Calls, Directory Assisted Calls  
& Message Units (local calls)  
CRIS Circuits and private lines  
CAB Circuits

### **CHARLIE TEAM -Supervisor William Martin, 696-9099**

BAMS Cellular  
HARRIS –Ft.Belvoir  
FTS 2001 Calling Cards  
800 Service  
DDLDD (Direct dialed long distance)  
IDDD (International direct distance dialing)

### **“QC “ (QUALITY CONTROL – Darline Wright, 696-7878**

Quality Assurance  
IPR, Statistical Information  
Contract Assurances (Re-completes, Closures, & complete rewrites)  
Wireless Contract  
DISN MAN 2010  
Invoice Discrepancy Tracking

For further assistance, contact Ms. Marjorie Hussey, and (703) 696-8672



whatever it takes....from  
the depths of the jungle, to the shores of the Potomac?

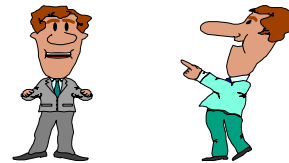


**We welcome** suggestions for the DTS-W newsletter/ideas, as well as those for **Conference 2000!** Send them to: [petersrm@dtsw.army.mil](mailto:petersrm@dtsw.army.mil) or fax them to: 703-696-8413 or call (703) 696-7880.



Still seeking the perrrfect blend...

# FTS 2001 Calling Cards



Defense Telecommunication Services Washington (DTS-W) is pleased to announce that FTS-2001 Calling Cards are now available. The new cards will replace existing FTS-2000 and ID3 Calling Cards. We realize that the replacement process is an inconvenience, however, the new calling card enhancements will override the short-term irritant associated with card replacements. The FTS2001 Calling Card will incur a surcharge of 27cents each time the card is used, plus the cost of the call, which are approximately 27cents per minute for International calls and approximately 4 cents per minute for CONUS calls. The FTS2001 Calling Card will bear a number that does not resemble any of the telephone numbers serving your offices. **Note:** To enhance card security, the Calling Cards will not reflect familiar telephone numbers for billing. The numbering scheme will be unique to each card.

Please submit your official Calling Card requirements to DTS-W, Network Services Division as soon as possible. Our fax number is (703) 696-8694. The mailing address:  
Defense Telecommunications Service-Washington  
Attn: Network Services Division, Calling Card Section  
1700 N. Moore Street, Suite 2350  
Arlington, VA 22209-1947

Contact Ms. Adria Lopez@ (703) 696-0373, for further information.

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## TSCOS

The National Capital Region Metropolitan Area Network Users Functional Description (NCR MAN UFD) is accessible on our website by way of the DTS-W Online System. In order to access the website, you must have a valid Login Name and password. To obtain your Login Name and Password, contact the Web Administrators:

Robe'rt Palmer (703) 696-8681 or Zanette Aziz (703) 696-8815.

## Y2K



DTS-W's Y2K Contingency Plan is available on-line at [www.dtsw.army.mil](http://www.dtsw.army.mil). Click the heading **TSCO and Y2K Compliance**, from there proceed to the far right corner of the page to Y2K Memorandums. There you will find the contingency plan listed as *Y2K Telecommunications Services Contingency Plan for Year 2000*.

For questions or comments about the Y2K Contingency Plan, contact Plans Branch, Ms. Jenny Broadus at 703-696-7881.





### **BAOSC USER GROUP (BUG):**

Until further notice, the BUG will discontinue regularly scheduled meetings. Upon request, DTS-W and Bell Atlantic will continue to meet with agency Telecommunications Service Officers (TSCOs) and their designated representatives to address issues/questions relating to the BAOSC system/processes. To schedule an appointment, please contact Ms. Jackie Fowler at 703-696-8671 or fax a completed BAOSC USERS GROUP FORM (attached) to 703-696-8695.



### **ISDN WORKSHOPS and BAOSC TRAINING**

#### **FORMER BAOSC USERS AND TRAINEES**

*Have you attended BAOSC training but have little experience using it? BAOSC Training Review* is available as a refresher for service order flow, basic keystroke, and line features. During this three-day class, you will review the functions for ordering service, changing features, and retrieving reports. This course requires a JON number to bill the \$625.00 cost to your BAC/LG. **Please contact DTS-W training Officer, Ms. Ylonda Howard at 703-696-8642, if you are interested in the class.**

## **FIRST-TIME BAOSC USERS**

*Do you know what BAOSC can do for you?* BAOSC will help you save time and money on service orders; provide flow-through service for provisioning, inventory and maintenance; and generate reports for service orders, inventory and maintenance. Training is available for both ISDN and analog users.

The cost of the following classes is pro-rated by DTS-W for primary and alternate TSCOs (the first two courses are newly revised pre-requisites for BAOSC training):

- *Basic ISDN Concepts and Applications* *October 21*
- *Ordering ISDN for TEMPO - The Nuts and Bolts* *October 22*
- *BAOSC for TSCOs* *October 25 - 29*

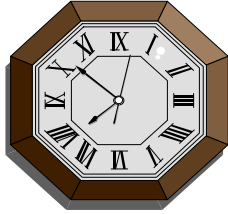
## **ISDN DATA APPLICATIONS WORKSHOP**

*Are you ready to learn about the data options available with ISDN?* The *ISDN Data Applications Workshop* offers both lecture and hands-on exercises for you to become familiar with ISDN design and networking options. The cost of \$230 per person will be billed to your BAC/LG via a JON number.

*Classes are scheduled as registrations meet the minimum class size. For all courses, call the TEMPO Training Coordinator at 703/816-4219 to gain course descriptions or be wait-listed for future classes.*

## **ISDN SET VIDEOTAPE AND CBT**

*Have new personnel joined your agency since your ISDN conversion and initial ISDN Set training?* A videotape and a CBT – computer-based training diskette in both PC and Mac versions – are now available to provide an overview of ISDN Set features and programmable functions. To obtain a copy of these materials, contact DTS-W Training Officer Ylonda Howard, 703/696-8642.



### **BELL ATLANTIC HOURS OF OPERATION**

- **BUSINESS OFFICE** 703-816-4655 7:30 a.m. to 4:00 p.m.  
Monday through Friday
- **BAOSC HELP DESK** 703-816-4559 7:00 a.m. to 4:00 p.m.  
Monday through Friday
- **TEMPO REPAIR NO.** 703-693-2202 24 hours daily

## **Reminder**

- **To all TEMPO TSCOs and End Users Regarding Repair Calls.** We have had some of our TSCOs and end users report TEMPO telecommunications troubles to the main Bell Atlantic Repair Bureau and this has caused repair delays and billing problems. **When reporting a problem with your TEMPO service, please Remember to call the TEMPO System Management Center (SMC) on 703-693-2202.**



- BELL ATLANTIC CONTINUES TO OFFER TSCOs THE OPPORTUNITY TO VISIT THE BUSINESS OFFICE FOR ADDITIONAL "HANDS ON" ASSISTANCE IN THE USE OF BAOSC. ADDITIONALLY, BAOSC SUPPORT MANAGERS WILL MAKE "SITE VISITS" IF NEEDED. TSCOs ARE ENCOURAGED CONTACTING THEIR ACCOUNT MANAGER OR THE DTS-W SMC OVERSIGHT OFFICE (696-8672) TO SCHEDULE AN APPOINTMENT.

# **BAOSC USER GROUP (BUG)**

## **FORM**

\_\_\_\_\_ I would like a response to the following question(s).

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\_\_\_\_\_ I would like to schedule a visit with DTS-W and Bell Atlantic's BAOSC Support Staff.

### **The response should be forwarded to:**

NAME: \_\_\_\_\_

AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

BAC: \_\_\_\_\_ LG: \_\_\_\_\_ PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

ON-LINE BAOSC (Y / N)    ISDN (Y / N)    ANALOG (Y / N)

Return form to:

Defense Telecommunications Service - Washington

1700 N. Moore Street, Suite 2350

Arlington, VA 22209

Attn: Jackie Fowler, Phone (703) 696-8671/ Fax (703) 696-8695

## Unscramble the Puzzle

I	N	T	E	R	N	E	T	B	C	H	F	Q	C	
P	W	R	T	D	O	M	A	R	O	E	E	R	F	
R	R	E	E	A	B	P	D	I	N	O	E	S	I	
O	T	I	R	A	C	E	W	A	Y	U	D	E	S	
P	Q	U	O	R	U	M	B	T	I	T	B	G	R	
O	B	N	I	T	D	M	E	L	G	B	A	M	E	
R	P	I	T	N	P	E	I	M	E	U	O	C	E	S
H	U	A	A	U	E	R	G	K	R	U	K	N	E	
O	R	F	T	U	L	T	R	S	A	A	L	T	R	
M	G	S	I	Y	A	O	A	E	T	D	G	T	V	
E	E	H	O	L	W	H	A	N	I	L	E	I	E	
P	T	Y	N	T	E	F	R	A	M	E	S	A	M	
A	E	B	E	O	S	P	S	I	X	T	E	N	I	
G	L	N	U	O	S	I	S	T	O	R	V	N	C	
E	E	O	M	E	S	S	A	G	E	U	A	T	R	
U	P	D	M	D	R	E	B	O	O	E	C	T	O	
R	H	H	A	A	R	O	C	C	E	S	E	A	M	
I	L	N	G	E	L	H	A	C	K	P	R	T	A	
T	O	U	T	T	R	Y	F	A	N	E	I	I	N	
Y	R	E	C	U	R	S	I	O	N	E	D	O	A	
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I	O	V	E	R	L	A	W	S	T	I	B	R	E	
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G	T	M	L	S	F	O	L	H	C	T	D	B	F	
A	C	Q	A	I	S	I	L	C	A	N	I	L	O	
L	A	H	T	S	S	E	L	E	R	I	W	D	S	
A	R	T	E	N	T	I	E	C	O	A	E	R	S	
N	U	A	R	C	H	I	V	L	S	I	T	E	A	
A	W	A	B	Q	S	T	N	U	B	H	U	V	L	
T	B	E	L	L	A	T	L	A	N	T	I	C	C	
G	C	P	I	T	R	A	A	L	C	P	S	R	U	
E	M	A	N	L	R	E	V	E	R	S	E	I	P	
L	E	A	R	E	D	N	A	W	R	I	X	T	D	

**Message Rate**

**Termination**

**Network**

**Purge**

**Quorum**

**Raceway**

**Reboot**

**Recursion**

**TrueSpeech**

**Telephony**

**Wireless**

**Wideband**

**Wander**

**Voice mail jail**

**Backslash**

**Balance**

**Bell Atlantic**

**Control**

**Micro Manage**

**Disable**